

Local Offer for Special Educational Needs and Disabilities

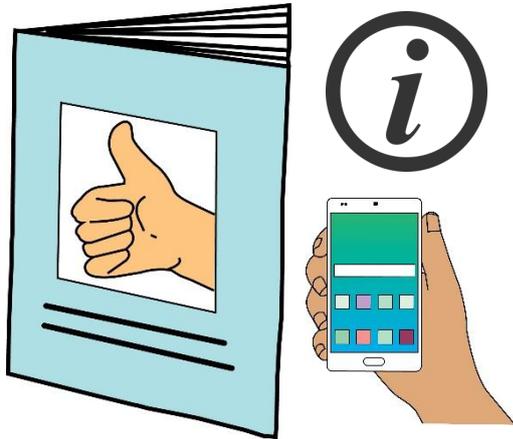
Hammersmith and Fulham Annual Report 2023 – 2024 Part 1

Local Offer: this is a document or an online resource which gives information about services and support in the local area. The Local Offer brings together information for children and young people with Special Educational Needs and Disabilities. It helps families of children and young people with Special Educational Needs and Disabilities know where and how to get help to make things less difficult. Every local authority is responsible for writing and sharing a Local Offer. They must make sure it is available for everyone to see.

Special Educational Needs and Disabilities: this means a child or young person who has a learning difficulty or a disability. The child or young person needs special health and or education support to help them do well.

Annual Report: this means a report that is published once every year.

Introduction



The Local Offer is a document or an online resource.

It gives information to **residents** about services and support that is available in the local area.

Residents: here, this means people living in Hammersmith and Fulham.



The Local Offer gives information about services and support for children and young people who have special educational needs and disabilities.



When we say young people, we mean people who are 25 years old or younger.



The Local Offer talks about services and support that is available for their families too.



The Local Offer brings information together, including:

- Education, health, and providing care.
- Activities and clubs that people can enjoy.
- Jobs and how to prepare for adult life.
- Support with money and **travel care**.

Travel care: this means transport services which support people with learning difficulties or disabilities.



You can find out about support in Hammersmith and Fulham on the Family Hub website.

This website has been up and running since March 2024.



This website talks about support and services for all children and young people.



It also talks about support for young people with additional needs.



It also talks about specialist support for young people with higher levels of support needs.

The Family Hub website has information about:



- The Local Offer
- **The Family Information Service**
- **Family Hubs**

Family Information Service: Online information for parents, prospective parents and caregivers, including:

- Maternity
- Early years
- Help paying for childcare

Family Hubs: these are places in Hammersmith and Fulham that you can come to, to get help and support for you and your family. Stephen Wilshire Centre is a specialist Family Hub for SEND families.



You can go to the Family Hub website by clicking on this link:

www.lbhf.gov.uk/familyhubs



You can also access the website by scanning this QR code.

Making the Local Offer Accessible

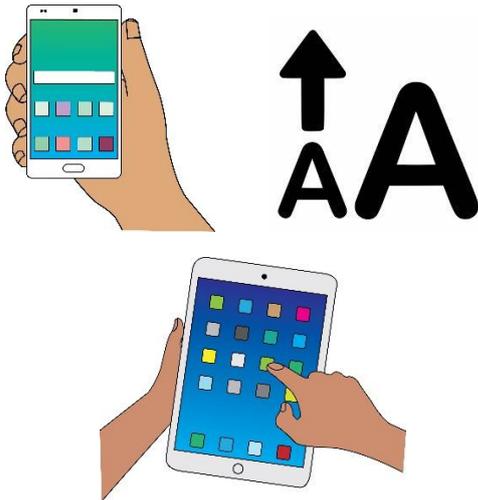


You can ask to access information about the Local Offer in different formats. You can use the Web feedback form to do this.



You can also read the Family Hub pages in another language.

Click on the Google Translate button to do this. This is at the bottom of each page.



You can also make changes to your phone, computer or tablet.

For example, you can:

- Make the text bigger
- Change the colour contrast
- Zoom in on the screen



You can find out more about how to do this by going to this address:

www.lbhf.gov.uk/AbilityNet



You can also use voice control tools to use the website. These tools are free.



For example, you can use:

- Windows Speech Recognition
- Mac Voice Control



Some families might prefer to get in touch with our team directly.

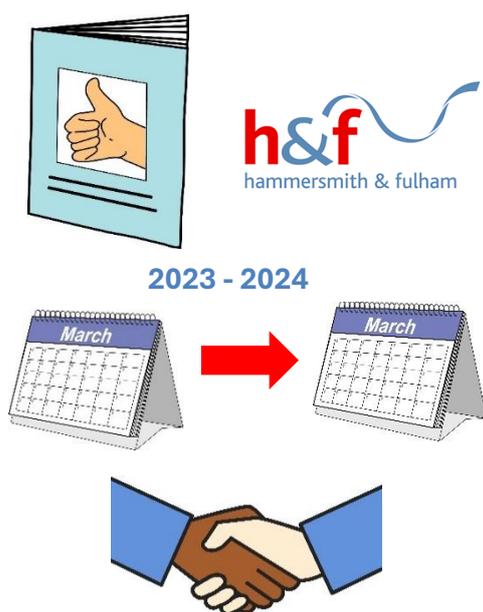
You can email:

local.offer@lbhf.gov.uk

Local Offer Annual Report



The SEND code of practice says that all councils must publish an annual report. The report must talk about the Local Offer in their area.



This report talks about the Local Offer in Hammersmith and Fulham.

The work for this report happened from March 2023 to March 2024.

The work on the Local Offer was carried out in **coproduction**.

The SEND code of practice: 0- 25 years is a government guidance which sets out the responsibilities of local authorities, schools and health organisations. It talks about steps that these groups must take to meet the needs of children and young people with Special Educational Needs and Disabilities.

Coproduction: this means working together in an active way. In this report, it means children and young people working together with families and decision-makers.



This report highlights the Hammersmith & Fulham (H&F) Local Offer coproduced work from March 2023 to March 2024 with:

- The Hammersmith and Fulham parent and carers forum: Parentsactive help get the voice of parents and carers in SEND families get heard.
- Youth **advocates**
- Young Hammersmith and Fulham Foundation. They help other organisations working with young people.
- The Youth Council: lead by young people, co-produce activities, services and opportunities for young people.

Advocate: here, this means a person who speaks up about their rights or the rights of others.



These groups were also part of the coproduction:

- NHS Services
- The Carers Network: They provide practical and emotional support to help with a caring role
- H&F SEND Information and Advice Support Service: SENDIASS offers free confidential, accurate and impartial advice and support to families living in H&F with a child up to the age of 25 who has (SEND)

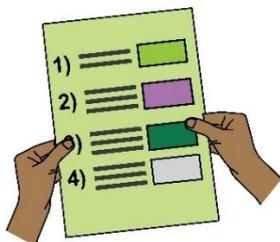


- Action on Disability: A disabled people led organisation managed and controlled by disabled people. To campaign for the rights of disabled people.
- Schools
- **Special Educational Needs Co-ordinators**
- Other groups



Special Educational Needs Co-ordinator: this means a teacher who is responsible for Special Educational Needs of children in a school.

What did we find out in the report?



This next section looks at information we found out in the report.

It looks at:

- Insights, this means things we have learnt.
- Metrics, this means numbers that we can use to look at the progress we have made.
- Actions that we took to make the Local Offer better.
- The **outcomes** that we reached.
- The next steps that we planned.

Outcomes: this means the changes that happened because of our work.

Important finding 1 – Knowing about the Local Offer



Our last report said that more people must know about the Local Offer.

In January 2023, around 3 in 10 residents knew about the Local Offer.

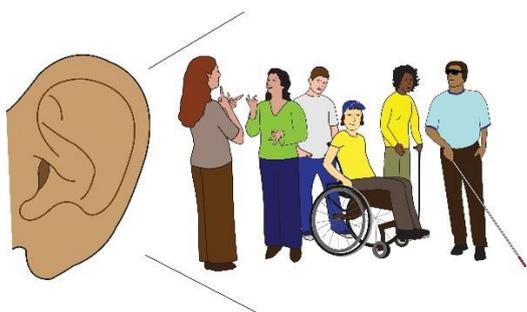
We have carried out work over the past year to make people more aware about the Local Offer.



By March 2024, over 4 in 10 residents knew about the Local Offer.

Here's some of the work we did:

- We have carried on using coproduction. We have also carried on using **outreach**. This is to shape and promote the Local Offer.



Outreach: here, this means reaching out to our residents to make them aware about the Local Offer.



- We also designed a **marketing plan**. This was to make more people aware about the Local Offer. This happened during Summer 2024.

Marketing plan: this means a plan that sets out how we will promote the Local Offer to our residents.

Coproduction activities that took place



Coproduction means working together in an active way. In this report, it means children and young people working together with families and decision-makers.



We are using coproduction to plan, design and review the Local Offer webpages.



This is to make sure that the Local Offer is useful to everybody who needs to use it.

This is to make sure that the information is accessible to everybody.



These groups have been working together:

- Young people
- Families
- Parentsactive
- Decision-makers

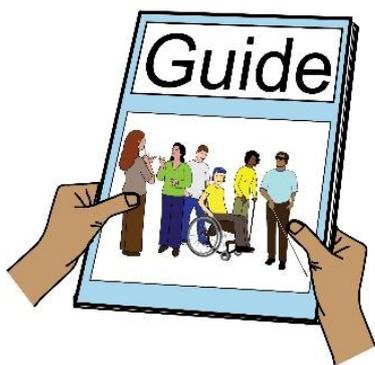


All these sessions and resources help us to understand how to make the Local Offer better.

They help us to understand how to make information more accessible.



- The Local Offer is co-produced with Parentsactive, the group who share the voices of SEND families.



We work together on:

- Designing services
- Accessible language
- Creating guides. For example, the Autism Guide



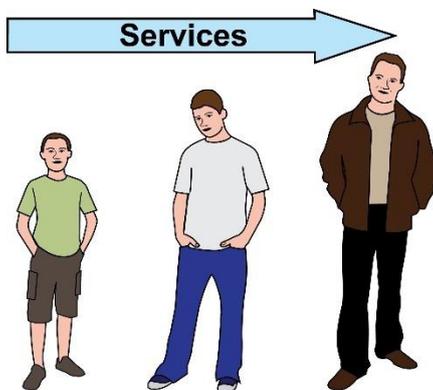
- We also worked with different groups, NHS health partners and education and care services in the area.



For example these teams also helped:

- Short Breaks
- Children's Social Care
- Occupational Therapy
- **The Inclusion and Specialist Intervention Outreach Service**

Inclusion and Specialist Intervention Outreach Service: this service gives specialist support and advice to schools, and to children and young people with SEND to help them do well.



We also worked with:

- **Transitions and Independent Living services**
- Services within the local community

Transitions and Independent Living services: these services support young people and their families to prepare for adult life and live in an independent way.



- Residents pointed out pages on the Family Hub website that were not accessible. They listed the 50 most important pages that needed to be changed.



By March 2024, we re-designed 25 out of these 50 webpages to make them more accessible.



- Residents came to test the new website in person. They reviewed the information about the Local Offer. This was in March and April 2024. This was the first round of testing.



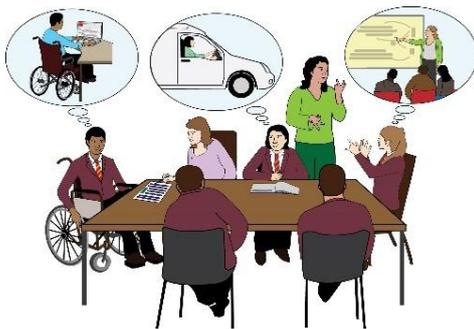
This took place at the launch events for the Family Hubs.

Residents who take part in these activities are **incentivised**.

Incentivised: here, this means being rewarded for your time. For example, by being paid.



- We reached out to young people about issues important to them.



For example:

- Mental Health
- Life Skills
- Staying safe
- Being ready to work
- **Inclusion**

Inclusion: this means being able to take part in your community in an active way.



- The Local Offer also collects feedback and ideas through the Hammersmith and Fulham **Have Your Say channel**.

Have Your Say channel: this is a way for everyone to share their ideas and talk about important topics. It is a place to give feedback and have your say about the future of our borough. You can find the channel on our website.

Outcomes and next steps

Outcomes: this means the changes that our work leads to.



We have been working to make our coproduction work better.



The Local Offer has committed to working with:

- The Young Hammersmith and Fulham Foundation
- The Hammersmith and Fulham Youth Council
- The community partner Action on Disability



We have committed to working on the Youth Hub.

This is to coproduce the Local Offer for young people.

Outreach and Promotion



The outreach and promotion for the Local Offer took place in 2023 and 2024.



We reached out to residents through these different ways:

- Through digital channels, for example, emails, social media and websites
- Asking residents to come and test our new resources.
- Going to local events



As part of our promotion, we added the Family Hub website to our email signature.



This was for all emails about Education and Special Educational Needs and Disabilities.



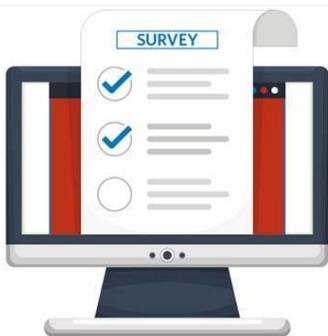
Another important part of outreach was taking part in projects run by other teams.

For example, we worked together with the Stephen Wiltshire Centre. This is a centre for children and young people with Special Educational Needs and Disabilities.



Recently, there have been lots more applications to the Children's Disability Register. We worked with the Centre on this.

Outcomes and next steps

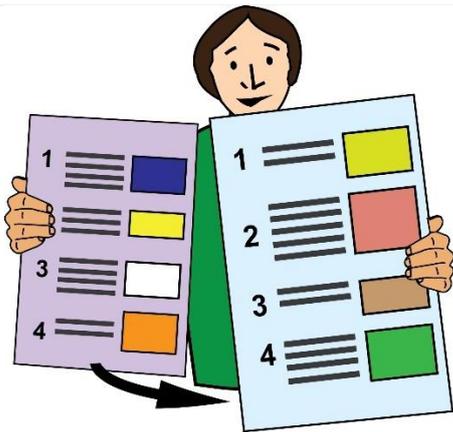


The Parents and Carers Service survey was carried out in March 2024.

It showed that nearly 15% more people knew about the Local Offer and the number of people using the offer had gone up by nearly 13%. This was compared to January 2023.



We will start a marketing campaign for the Local Offer. We will start this in Summer 2024. We will work to promote Family Hubs and the Family Information Service.



This is the end of Part 1 of this document.

Please go to Part 2 now.

In this part, you can read more about what we found out in the report.

This document was put into Easy Read by the Empower Team at People First (Self Advocacy).

You can visit their website here: www.peoplefirstltd.com

Information is Power!

People First
a voice for people with learning difficulties